Contractor Questions
For
Solicitation No. SCO15017R0009
Management Platform Moodle, Bogota. Colombia

Following is a list of the questions that were submitted by prospective offerors for the above solicitation. Each question is followed by the Government's response.

1. **What are the features of the servers?**
   Answer: Colombian National Police has 3 servers Dell PowerEdge R620 with: 256 Gb Ram, 2 processors 2GHz y 16 core´s every one, Operative system windows server 2012 R2 Datacenter.

2. **What are the features of the servers of SIGAC?**
   Answer: Information System for Academic Management SIGAC is developed in Oracle Forms and Java, there are two production environments as well:

   SIGAC Forms:
   Operative System: Red Hat Enterprise Linux 5.1 Tikanga
   Database engine: Oracle 12C
   Application server: Oracle Application Server 10g
   RAM Memory: 24 Gb
   Processor: 8 virtual core´s

   SIGAC Java:
   Operative System: Windows server 2012 Standar
   Database engine: Oracle 12C
   Application server: Weblogic 12C 12.1.2
   RAM Memory: 16 Gb
   Processor: 6 virtual core´s 2,5 GHz

3. **Does the antiplagio software have to be included in the proposal?**
   Answer: Yes, it does. Please check requirement 1.1.3.3 in the SOW. Proposal shall include license (if aplicable) per base year, and for every option year. Proposed antiplagio software shall include name and features.

4. **Does Moodle currently installed in the Police server?**
   Answer: No, it does not. The offeror shall perform the installation and configuration in the preproduction and production environments, for which the National Police will

provide the servers and privileges that are required. These activities shall be carried out in person at the national police's physical facilities.

5. **Does The Editor have to be local or integrated to the platform? Or embedded?**
   Answer: Editor shall be deployed to the PNC server infrastructure and allow access through the PNC LAN. In addition, it must be installed and allow cloud access on servers of the offeror, during the base year and every option year. Does not need to be embedded in Moodle. The offeror must provide installation and user manuals

6. **Which database manages the management system?**
   Answer: Database engine: Oracle 12C

7. **What are the requirements over the security policy?**
   Answer: Proof of vulnerabilities at the server and web service level with the tools and software available by the National Police, which will be executed before the deployment in production of the platform.

8. **What is the content language?**
   Answer: The language of OVAS shall be Spanish. The National Police will provide the thematic expert

9. **What types of resources are required to be in OVA?**
   Answer: Each OVA shall include as a minimum: navigation map, audio, video, interactive reinforcement and feedback activities and unit evaluations.

10. **What are the minimum requirements of the OVA's according to the needs of the Police?**
    Answer: The content of the OVAs shall allow the full application of the editors's functionalities, in order to facilitate the transfer of knowledge. The development of OVAs shall be on-site at the PNC facilities

11. **What is the structure of the OVA's?**
    Answer: The OVAS shall have at least: welcome to OVA, thematic development, navigation map, interactive activities and closing of the OVA

12. **What kind of disability is wished to grant access to all resources to the platform?**
    Answer: Visual (text extension functionality for easy reading)

13. **What does the System for Education Information consist of?**
    Answer: It is an application designed to insert and contain all the information about the academic development of the National Directorate of Schools according to what is

projected in the Annual Education Plan, including particularities such as the evaluation process and academic research.

14. **What is the concurrency number expected?**
Answer: Please check concurrency requirement 1.1.2.4 in the SOW

15. **Does the streaming need to be embedded?**
Answer: Please check requirement 1.1.3.20 in the SOW

16. **What is the level of education and skills of the people that need training?**
Answer: Technicians, technologists and systems engineers and related areas, with administration and platform support roles. Graphic and instructional designers for topics of content editing.

17. **What programming language or technology was used to develop the "SIGAC" System?**
Answer: It was developed in Oracle Forms y java

18. **The "SIGAC" System is a proprietary (third-party) or in-house develop?**
Answer: SIGAC is a in-house develop, the source code is owned by the PNC

19. **Do you have a Single Sing-on authentication system? If the answer is affirmative, then:**
Answer: Yes it does, Oracle OID

20. **What kind of standard does the Single Sing-on authentication system use?**
Answer: OIM and OID of Oracle.

21. **What kind of protocol support the Single Sing-on distribution in use right now?**
Answer: Protocols are 369 y 636.

22. **What kind of protocols and policies will be applicable for all the platform integration processes?**
Answer: For data transfer integrations, the offeror must use DBLinc, Web Services or stored database procedures. For integration at the level of user authentication, the offeror must use OID. The procedure to be implemented must be validated by the CSIRT of the National Police.

23. **Is the ORACLE OID a data source? if so, What is its functionality?**
Answer: OID contains the LDAP, there are also encrypted keys and users.

24. **Which of the licensed software to used in the project will be charged to the budget?**

Answer: The offeror shall provide the licenses, subscriptions and updates available for all products that are deployed in production during the base year and four options years

25. **How is the process of acquiring and assigning third-party licensing (transferring) for the required software?**
    Answer: Third party licenses must be assigned to the National Police

26. **Do you have a security monitoring and auditing system? If so,**
    Answer: The Application must be autonomous to perform its own security monitoring and auditing.

27. **What kind of system is it?**
    Answer: Please check answer of question above.

28. **What is the protocols to follow?**
    Answer: Please check requirement # 1.1.3.16

29. **What is the required scope to the safety evaluation/advising of the implemented system?**
    Answer: The perimeter security will be in charge of the National Police. In order to carry out the integration with the different protection mechanisms, the offeror must take into account the audit through "x-forward-for", because the security tools directly affect the audit log in the applications. The application must guarantee the availability, confidentiality and integrity of the same.

30. **Do you have digital certificates for the implementation and deployment of the project platform?**
    Answer: Digital certificates must be provided by offeror

31. **Are the content of the 81 courses packaged? Do they have support by other external resources? (Self-contained)**
    Answer: All contents are packaged in SCORM format

32. **Under what terms will be provided the five (5) years of support and help desk?**
    Answer: Help desk service must support 7x24. The support requirements will be made through the help desk software and telephone line provided by the offeror. Incidents classified as critical (Non-availability of the platform) will require face-to-face assistance from a support technician, within a maximum of 3 hours, other incidents will have a maximum response time of 8 hours through the Help desk, if the problem persists the bidder must send a technician to the PNC facilities

33. **The National Police as beneficiary of the project has the necessary subscriptions and licensing for the correct use of Google Hangout and Renata?**
    Answer: Yes, It has. Colombian National Police has licenses and suscriptions to Renata and Hangout

34. **It is possible to extend the project implementation time, taking into account there that to make a deep tuning of database could take a few months?**
Answer: No, isn't. the execution period is 3 months for ítem 1, 2 and 3. One year for options years items

35. **What is the total broadband capacity available to this project?**
Answer: 150MB

36. **Do you have IPV 6 as a data transmission protocol?**
Answer: Yes, It have. The solution shall have configured for IPV4 and IPV6

37. **Are the tests of availability, access, concurrency and security addressed by the contractor and the beneficiary? If so, what would be the protocol to follow?**
Answer: The contractor must execute the tests availability, access, attendance, and send a report to the CSIRT of the National Police who will certify the validity of the same. The security tests will be applied by the CSIRT of the National Police, the results of the same will be sent to Telematics DINAE in order to coordinate with the contractor to make any adjustments that may occur. The above taking into account the procedure of analysis of vulnerabilities of the National Police.

38. **What are the IT characteristics of infrastructure that the beneficiary has for the execution of the project, taking into account the number of users and the current system load?**
Answer: Please check answer for question # 1.

39. **According to the above, How long we have since the hardware is requested until it is provisioned?**
Answer: 15 days

40. **Can you provide information to the platform, APIs or integration capabilities of these items. Or a link to where the information is available for:**

- **Management and Academic Administration Information System Of the DINAE**
- **RENATA - Red Nacional Académica de Tecnología Avanzada**

Answer: Please check answers for questions # 13 and # 22

41. **SIGAC - Is this the internal organization name for the LDAP? If not would you please provide information to the platform, APIs or integration capabilities of these items. Or a link to where the information is available.**
Answer: SIGAC is not the internal organization name for LDAP. Please check answers for questions # 13 and # 22

42. It looks like this will be used for multiple countries will the users be segregated by anything like; country, dept, org, etc?
Answer: Access to the platform will be made by several countries as guests with pre-registration prior to the courses. No personalization or segregation by country will be required.

43. Is it possible to have a better quality copy of 1449 form? The current published form have a very low resolution.
Answer: A new copy of SF1449 will be uploaded.

44. Is mandatory to fill all the forms exactly how that we found in the FedBiz Platform, or is possible to rebuild the forms to have a better quality document (readability)?
Answer: Forms must be filled out in the same format as found; you can rebuild them only if no format is changed/omitted.

45. We currently has 13 years of experience in LMS implementation, in particular Moodle environments, We starts with a pilot group of 1200 students unti reaching 115,000 students with access to the Moodle v.3x platform, taking into account the above, Can we certify our own experience?
Answer: Yes you can. Furthermore, you shall include certification provided by your clients, beneficiaries or institutions recipients of projects implemented. Offerors shall comply with requirements of numeral 5.3 and Annex B from SOW.